

# Illiana News

*"Proudly Serving Those Who Served"*

Department of  
Veterans Affairs  
Illiana Health Care System  
Danville • Decatur • Mattoon • Peoria • Springfield • West Lafayette

April/May 2011

## Peoria Dedication Ceremony



(story on page 3)

**Access ★ Veteran Satisfaction ★ Employee Satisfaction ★ Quality ★ Stewardship**

## Executive Corner



As we move into spring and eventually summer we need all employees to have fresh eyes. What I mean by fresh eyes is look around and say to yourself, "is there something not right or not safe; how can I do things better, how can I become more efficient with my job duties, etc." Fresh eyes allow us to look at things in a different perspective. It is very easy over a period of time to lose your fresh eyes and not notice things. We all need to get our fresh eyes back and become more observant and to always look to how we can do things better and more efficient, which will improve the care we provide to our Veterans. If you see something that is not right or not safe or you think there is a better way of doing something, please bring this to the attention of your immediate supervisor. Myself and the rest of the executive management team want to know, because employees are the eyes and ears of our organization.

Improvements and/or efficiencies we might be able to make will more than likely come from our front line employees because they are the ones working directly with our Veterans. They see the day-to-day operations, know where gaps are for improvements and how things flow through the facility. So the executive management team is relying on our front line employees to have fresh eyes and be observant in order to report anything they feel is not safe or can be done better/more efficient.

Also, with upcoming Joint Commission (JC) survey somewhere between now and February of 2012, serves as another good reason for all of us to have fresh eyes to assure we are doing all we can to provide the highest quality care possible for our Veterans.

So please as you are doing your job or walking through the facility always try and have fresh eyes. We are counting on you!

**Michael E. Hamilton**  
**Director**

## Calendar of Events

### VA Research Week

May 2 - 6

### National Nurses Week

May 6 - 12

### Official End of Vietnam War (1975)

May 7

### Mother's Day

May 8

### E-E Day (1945)

May 8

### National Hospital Week

May 8 - 14

### Women's Army Auxiliary Corps Established (1942)

May 14

### Peace Officer Memorial Day

May 15

### National Employee Health and Fitness Day

May 18

### American Red Cross Founded (1881)

May 21

### Armed Forces Day

May 21

### National Maritime Day

May 22

### Senior Health & Fitness Day

May 25

### National Veterans Golden Age Games Honolulu, Hawaii

May 26-31

### Memorial Day

May 30

*Illiana News - Proudly Serving  
Those Who Served*

### Committee Members

Teresa Ard

Jaime Kanger

Doug Shouse



## Peoria Dedication Ceremony

On April 21<sup>st</sup>, the new Bob Michel VA Outpatient Clinic was dedicated. Bob Michel former Congressman and minority leader of the House and who the clinic is named after attended the ceremony. He was quite touched by the crowd of over 650 who attended. Mr. Michel stated, "I have never known a facility in the country that was named for someone and that person outlived the facility so they have to build a new one. But I am so grateful to the good Lord for giving me life and strength for these 88 years." Also in attendance were

Senator Mark Kirk and Congressman Aaron Schock.

Hal Fritz, Voluntary Service Specialist at the clinic was the master of ceremonies. Hal is also a Medal of Honor Recipient and is Vice President of the Congressional Medal of Honor Society.

The new clinic is over 39,000 sq. ft. with 107 employees. Last year 9,800 Veterans were treated with a total of over 48,000 outpatient visits and with the new clinic these numbers are expected to rise.

The Bob Michel VA Outpatient Clinic offers comprehensive patient care services which include primary care, women's health, optometry, audiology, neurology, podiatry,

pharmacy, lab services, dietary, diabetes education, home based primary care (HBPC), and mental health services. The mental health services include psychiatry, psychology, post traumatic stress disorder (PTSD) screening and treatment, substance abuse rehab program (SARP), homeless program and mental health intensive care management (MHICM) services. The new clinic has imaging services to include x-ray and bone density scanning. Physical therapy has been expanded to accommodate two physical therapists. The clinic also offers transportation services to Danville and Iowa City VA medical centers.



## New Chief for Community Based Outpatient Clinics

Dexter E. Hazlewood, MD, is the new Chief of the Community Based Outpatient Clinics (CBOC) for VA Illiana Health Care System (VAIHCS).

Dr. Hazlewood is responsible for all five outpatient clinics within VAIHCS and oversees the clinical staff that provides medical care and ancillary services to Veterans. These clinics are located in Decatur, Mattoon, Peoria and Springfield, Illinois and West Lafayette, Indiana. Dr. Hazlewood will be located at the newly constructed Bob Michel VA Outpatient Clinic in Peoria, Illinois.

Dr. Hazlewood joined the VA in 2006 as a staff physician at the VA outpatient clinic in Springfield, Illinois. He received his bachelor degree in Biology/Psychology from Columbia College in New York and his medical degree from the SUNY Downstate Medical Center of New York. Dr. Hazlewood specializes in Internal Medicine in which he is certified and a diplomate of the American

Board of Internal Medicine. He is also a member of the American Medical Association (AMA).

In Dr. Hazlewood's spare time he likes to travel, as well as coach and participate in sports.

Dr. Hazlewood and his wife Jocelyn have two children.

*Congratulations  
Dr. Hazlewood!*

## The Minority Veteran Program has a new face!

Gina Reed is the new Minority Veteran Program Coordinator. Gina has been an RN here at Illiana for 4 years, her primary assignment being a case manager/RN in the MHICM (mental health intensive case management) program. Prior to her arrival here at the VA, Gina spent 20 years at Provena United Samaritans Medical Center serving in a variety of positions all in the area of mental health. Gina is a Lakeview School of Nursing graduate. "I've taken care of severely underserved and misunderstood mentally ill patients for more than 20 years; I consider it an honor to serve and advocate for another population of those underserved."



Gina Reed, RN  
Minority Veteran Program  
Coordinator

The minority Veteran program (MVP), as required by Congress in 1994 under Title 38 Public Law 103-446, has a primary emphasis on the following Minority Veterans; Pacific Islander, Asian American, African American, Hispanic/Latino, and Native American, including American Indian, Alaska Native, and Native Hawaiian. The mission of the minority Veteran program is to assist the Department of Veterans Affairs (VA) in "keeping the

promise" by acting as facilitators, change agents, strategic thinkers, honest brokers and cheerleaders to the men and women of the VA in executing its Mission. The MVP is a model for interagency and intra-agency cooperation to ensure all Veterans receive equal service regardless of race, origin, religion, or gender.

The role of a Minority Veteran coordinator is to increase local awareness of minority Veteran related issues and develop strategies for increasing minority Veteran participation in existing VA benefits program. Gina commits to promoting the use of VA benefits programs and services by minority Veterans, support and initiate activities that educate and sensitize internal staff to the unique needs of minority Veterans, target outreach efforts to minority Veterans through community networks and advocate on behalf of minority Veterans by making recommendations to improve service delivery within the facility.

Gina can be reached for questions or assistance with minority Veteran needs @ 554-5758. Gina's office is located in building 103 RM 11E.

Gina lives in Georgetown with her husband Tim. Gina has three children; Tinisha Shade (WCIA channel 3 news reporter and anchor), Trenton a junior and dean's list student at the U of I and Tyson a freshman at Georgetown Ridgefarm High school. Gina enjoys spending time with her family and spoiling her grandson Lincoln.

***Gina Reed, RN***  
***Minority Veteran Program Coordinator***

## Volunteer Informational Fair

Voluntary Services held a Volunteer Fair on Tuesday, April 12th in celebration of Volunteer Week. Everyone was invited to stop by the Social Activities Room to learn of all the many ways volunteers contribute to VA Illiana Health Care System and to express their appreciation to volunteers for all their services.

***Teresa Ard***  
***Chief, Voluntary Service***



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## Pay it Forward

Are you having a lousy work week? Are "stressed" and "busy" usually the first words that come to mind when asked, "How are things at work?" Well, take heart, Illiana. Thanks to the initiative and generosity of your colleagues, you

may be in store for a home cooked meal delivered right to your office door.

If the idea of a free, delicious lunch prepared by your fellow VAIHCS colleagues sounds too good to be true, do not take my word for it. Drop by and ask the Intensive Care Unit (ICU) nursing staff how they enjoyed their chicken enchiladas. Or ask the Community Living Center (CLC) 102-3 and 102-4 nursing staff how they like their beef tacos. Here is the only catch: if you are the recipient of an act of kindness, you are responsible, not for returning the favor, but instead paying it forward to someone else.

Credit VAICHS Emergency Department employee Erin Shanks for putting the notion of "paying it forward" into practice. According to Shanks, the inspiration for the idea came from the 2000 Hollywood film, *Pay It Forward*, starring Kevin Spacey and Haley Joel Osment. The film centers around doing three good deeds for others in repayment of a good deed one receives.

In implementing "Pay It Forward" at Illiana, Shanks said she and fellow Emergency Department employees wanted to direct their act of kindness to colleagues from another department with who they worked closely. "We wanted to do something nice and completely unexpected. We chose the ICU Nursing Staff because we usually end up unloading on them and are very appreciative of their hard work. We also thought it was just a really neat idea to build employee togetherness," Shanks stated.

If building employee togetherness was the goal, the idea appears to have been a great success. Not less than a month after receiving the surprise meal from the Emergency Department, the ICU staff prepared a delicious lunch and chose the hardworking CLC 102-3 and 102-4 nursing staff as the recipients of their own effort to pay it forward. P.J. Phillips, a

member of the 102-4 nursing staff, described her reaction to seeing the amazing lunch as a mix of disbelief and gratitude. "It was a total surprise but it was really nice that somebody thought of us," Phillips said.

At last check the "Pay It Forward" initiative was still underway. The CLC nursing staff confirmed that they have begun the process of preparing their own act of kindness and choosing the lucky recipients. So beware, you may be next in line to receive an unexpected gift of kindness and in turn given the unique opportunity to pay it forward!

**Steve Roeckeman**  
**Psychology Intern**

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## Reflections of our Past . . . Provide Directions for our Future!



As a result of the All Employee Survey for 2010 . . .

Pharmacy service is providing a short segment of "facility news" during their regular monthly staff meetings to improve communication between management and staff.

In order to improve communication with staff, Human Resources has communicated the transition of the on-line application system called USA Staffing. "How to Apply" Webinars have been provided for interested employees to attend.

**Amy Ferree**



## Research Week

The United States Department of Veterans Affairs celebrated National VA Research Week May 2nd-6th, 2011.

VA Illiana Health Care System recently received full accreditation from the Association for the Accreditation of Human Research Protection Program (AAHRPP). This accreditation is for a five-year period and had met the standards that ensure high standards and protections, an assurance of quality, improved efficiency, and effectiveness of our local research program.

VA research is a national asset that benefits Veteran patients and the entire nation by moving medical science forward. VA investigators play key roles in developing devices and techniques that revolutionized health care -- such as cardiac pacemaker, the CAT scan, and liver and kidney transplants. Today, VA is a leader in many areas of research, including AIDS, mental health, genomics, heart disease, cancer, diabetes, infectious diseases, and spinal cord injury.

VA conducts biomedical, rehabilitation, clinical, and health services research -- as well as large, multi-center clinical trials -- at more than 100



Pictured left to right: Dr. Nirmala Rozario, Chief of Staff; Michael E. Hamilton, Director; Jessical Marcinko, Program Support Assistant; Mary Sant Skinner, RN; and Kim Wright, Compliance Officer.

medical centers across the country. Among the research at VA Illiana Health Care System are studies in neuropsychology, Safe Patient Handling initiative, medication monitoring in the primary care setting, and pre-implementation of the Greenhouse project, affects of shift rotation on nursing staff.

**Mary Sant Skinner, RN**  
**Education and Research Service**

## Veterans Covered Us, Now It's Our Turn to Cover Them

Veterans of Foreign Wars, Department of Illinois Commander, William Wolff, chose to provide a terrycloth robe for every Veteran hospitalized at the five VA hospitals in the State of Illinois. Three hundred robes were presented to Diana Carranza, Associate Director on Tuesday, April 5th.

Each year the VFW Commander chooses a special project. Mr. Wolff indicated that as he visited hospitals, he realized the need for a comfortable robe and began his mission to provide one to every hospitalized Veteran. The campaign was so successful that the VFW was able to provide robes, not only to Veterans in VA hospitals in Illinois, but also to Veterans Nursing Homes with the state. He stated, "Veterans covered us, now it's our turn to cover them."



Pictured left to right: William Wolff, State Senior Vice Commander; Teresa Ard, Chief Voluntary Service; Diana Carranza, Associate Director; Jose Velazquez, VFW Post Commander; Ray Nassar, VFW Hospital Representative and Barry Walter, Department Commander.

**Teresa Ard**  
**Chief, Voluntary Service**



## Cyd Mason Selected as Guide for Green Houses

Cyd Mason became the first Guide for our Green House project. This is a new position at the Department of Veterans Affairs, and is comparable to the administrator of a nursing home. Cyd will oversee the day-to-day operations of the homes. She has been a Social Worker at VA Illiana Health Care System for 10 years, working in acute medicine, community living center and palliative care.

Cyd received her BOG/bachelor's degree with an emphasis in History at Northeastern Illinois University. She went on to obtain her Masters in Social Work from the University of Illinois.

Cyd is most proud of returning to graduate school to pursue a Master's in Social Work as a second career. To Cyd this is both a personal and professional achievement as the loss of her brother is what led her into social work. It is Cyd's belief and intention that every time she advocates for a Veteran/client she does so in honor of her brother as well. Cyd feels being selected as the Green House Guide is the "crown jewel" opportunity as a social worker, advocating for and on behalf of others. She is respectfully eager and proud to serve our Veterans in this capacity.

Cyd is a Danville native and is married to Jim Mason who is a psychologist for HBPC Services here at VAIHCS.

Congratulations to Cyd and good luck as our first Guide!

## Access to Work Medical and Exposure Records

Occupational Safety and Health Administration (OSHA) has an access to information standard, OSHA 1910.1020 that gives each employee the right to review and to request a copy of the individual employee's own medical record and work exposure record. An employee may formally request a copy of his/her medical records in writing to Occupational Health. Environmental monitoring is conducted by the Safety Office (IH). Request for this information need to be in writing and addressed to Mike Sheltroun, Safety Manager. A copy of the standard with appendices is also available to any employee on OSHA's website at [www.osha.gov](http://www.osha.gov).

Under the standard, an employee also has the right to give written consent for a designated representative (physician or other responsible individual) to have the right to review and or obtain a copy of the individual's record without personal identifiers. The employee must indicate in writing who should have access to the record, what information should be made available, and for what

purpose the information will be used. The standard gives the recognized local bargaining agent the right of access to employee exposure records without personal identifiers.

It also gives OSHA the right of access to an employee's medical record without the employee's approval. An employee will be notified if OSHA seeks access to his/her medical record.

Occupational Health must keep a record documenting any release of information from an employee's medical record.

If you have any questions, you can contact the Safety Office at extension 45149.



**David McClintock**  
**Safety and Occupational Health Specialist**



## Let's Make the Change!

It's May and Spring is here. It's time to get out your walking shoes and enjoy a stroll of our beautiful campus. I have already seen a few employees out and about, and I am look forward to seeing more.

Updates:

☝ The top loser of the inpatient pharmacy staff's "Biggest Loser" is team #1. The team players were Lori Boyer, Rhonda Hodgson, Jon LeGrant, and Lea Morgan. Congrats to all members who participated!

☝ The winner of the Ambulatory Care's "Biggest Loser" contest is Debra Brown. Congrats to Debbie! Twenty-one employees started the contest and then it dropped to eighteen with twelve employees completing the final weigh-in. In twelve weeks there was a total of 131.4 pounds lost; 5.67% total. It was a close running with Pam Vanleer losing 12.67%, Shari Marx losing 12.81%, and Debbie Brown taking the win with 13.14% lost. Congrats to all who participated!

NEW news:

☝ On March 21st various Mattoon CBOC employees started their own Wellness contest using the WIN (Wellness is Now) website. They have created four teams with three

employees per team. They are adding up the number of points earned per team for the next four weeks, and then at the end they are going to have a "Healthy" carry-in for the top point holder with the three lower teams supplying the food. They are also planning to put together a few teams for the 10K relay at the Sarah Bush Lincoln Races for all Paces on May 7th. I've been told, "everyone is really excited about all of this and we are really encouraging each other"!

I continue to be amazed to see fellow employees working towards a healthier lifestyle and supporting one another in accomplishing and setting personal goals. Is your department joining in the change to a healthier lifestyle? Are you supporting or challenging each other to make healthier choices? May you can be the one to start off with setting your own personal goal and working towards it and being a role model for your co-workers.

Please contact Occupational Health if you know of any other department/service that is making a turn to a healthier lifestyle so they can be recognized for their efforts.

**Sheri Marx, LPN**

## Building 58-3 Opens

Recently two of the four acute medicine wards in Building 58 have been completed. The project cost is over \$5.5M to do a complete demolition of both the second and third floors including asbestos removal, replacement of existing HVAC ductwork and systems, replacement of existing flooring, celings, walls, electrical items, incorporating two bariatric rooms/toilets, a total of four isolation rooms (two on each floor), replacement of existing nurse call systems, construction of 16 semi-private and 12 private patient rooms. Veterans now have semi or private rooms with their own bathroom. The remaining construction is projected to be completed approximately mid July.



Left to right: Karen Hodges, RN; Sarah Marble, RN; Dorothy Morris, RN; Kellie Goble, RN; Elissa Fortna, SW; Rick Christian, Clerk; Chris Odle, RN, Nurse Manager; Jennifer Ficker, SW; Abiodun Raimi, RN, chief Nurse ACS/Acute Care/Mental Health; Hoshang Irani, PA; Dr. Nirmala Rozario, Chief of Staff; Dr. Khiem Tran, Chief Medical Service and Michael E. Hamilton, Director.

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# Patient Safety Awareness Week "Veterans Experience 2011"



Hospitals and healthcare organizations across the globe joined the National Patient Safety Foundation in celebration of National Patient Safety Awareness Week, March 7th - 11th. The theme of the week was "Are You In? Commit to Safe Health Care". Now,

more than ever in the patient safety landscape, a focus on empowering patients and strengthening patient-provider communication are seen as paramount to reducing error within the health system and reducing re-admission rates. Equally important is the need to understand the impact of cultural diversity and inherent safety risks so that participants are *IN*formed, *IN*volved and *IN*vested.

In honor of Patient Safety Awareness Week, the VISN sponsored a lunch and learn with Dr. Hoover from the National Center for Patient Safety (NCPS). Dr. Hoover's presentation focused on health informatics safety, specifically CPRS.

Other activities included a Patient Safety Fair in the SAR. Those attending had the opportunity to participate in Patient Safety Trivia. Winners were: Stephanie Tuggle, Patrick Stevens, Suzanne Brandon and Joellyn Hamm. There was also a "Room of Errors" at the fair for staff to identify patient safety related errors. The following employees found 24 out of 29 possible errors: Jason Pilkington (CLC 1-7), Connie Bechtoll (CLC 1-4), and Carolyn Garrison (CLC 1-3). All winners received a \$10 gift certificate to the Veterans Canteen Service (VCS).

In addition, a drop box was located in the HUB all week for staff to drop off any patient safety concerns they may have had. Patient Safety Bingo was hosted for the CBOCs. Winners were Jeannie Hiermann, Kim Broadway, Kathy Copelan, Erica Johnson (all from the Peoria CBOC), and Amy Fricks from the Decatur CBOC. They each received a \$10 Subway gift card.

**Sandy Hart, RN**  
**Patient Safety Coordinator**

The Danville Art League and Recreation Therapy Service at the VA Illiana Health Care System (VAIHCS) partnered recently to showcase Veterans artist talents. "Veterans Experience 2011" was the title of the art exhibit at the Danville Art League.

On April 5th, a reception was held for all Veterans who provided artwork for the exhibit. There were 21 Veteran artists in attendance, 60 community members and over 88 pieces of art.

Suzy Robinson, Recreation Therapist, coordinated this event.

Robert Dondeville from Decatur, IL is an art teacher in Mt. Zion school district. Piece titled: Trust Me G.I. Piece inspired by his time spent in the Vietnam War.



Dan Van Wieringen from Danville, Illinois is standing next to his handcrafted military plaques.

Pictured is Jacob Hornback from Henry, IL and Suzy Robinson, Recreation Therapist. Jacob volunteers at VAIHCS teaching art to Veterans in the CLC.



Veteran Melvin Thomas shows off his ceramics and hand drawn/painted pictures.



## Introducing VA Talent Management System

Learning is becoming easier for everyone at VA. In May 2011, VA's Learning Management System (LMS) will become the new Talent Management System (TMS). With a new, easy-to-use interface and enhancements to functionality, the new system streamlines the process of accessing and completing training.

According to Dr. Reginald Vance, Director of Learning Infrastructure for VA Learning University (VALU), the new TMS is the result of a department-wide effort to expand VA's support of employees' training and development needs. "The new system simplifies LMS tasks by reorganizing the user interface in a more intuitive format that is easy to navigate," says Dr. Vance.

The improved overall user experience includes:

- ▶ A new, easy-to-use interface with a contemporary look and feel
- ▶ Easier navigation to common tasks.
- ▶ Dashboards for at-a-glance views of activity, and much more.

### Training available for VA employees

VA Learning University will make training available to general users, supervisors and administrators who are not familiar with the system. Local Learning Leaders will be conducting information sessions, and instructor-led training will be provided for new administrators in 11 cities across the U.S. Videos, quick reference guides, tip sheets and other Web-based support tools will be easily accessible for all users at <http://www.InsideLMS.va.gov>.

Participating in training will give users additional insight into the TMS and teach them how they can use it to quickly and easily accomplish learning-related tasks and activities. The training will bring users up to speed, enabling them to maneuver efficiently through the interface and take advantage of the valuable array of enhanced features.

For more information about training for the new TMS, please contact your local Learning Leader, visit <http://www.InsideLMS.va.gov> or contact the National Training Manager, Clarence Bashshar, at [clarence.bashshar@va.gov](mailto:clarence.bashshar@va.gov) or 202-618-5527.

***VA TMS. Learn. Manage. Perform.***





## Golden Apple Award

Dr. Anu Mani has been awarded the prestigious "Golden Apple" award by the College of Medicine University of Illinois Urbana-Champaign for her excellence in teaching.

**Congratulations Dr. Mani** for the Excellence in Teaching award. We are very proud of you and the job you are doing with the Medical Students and Residents.



## VAIHCS Celebrates Social Work Month!

March was Social Work Month. Social Work Service hosted a variety of events during the month, which included a food drive, advance directive day, and social work month breakfast. We were able to donate 11 boxes of food to the Salvation Army and St. James Food Pantry, as well as 2 large boxes to the Peoria Salvation Army. Social Workers assisted in completion of over 30 advance directives for staff members and Veterans. The month concluded on March 31st with the Social Work Month breakfast attended by Social Work Service and friends of Social Work. The friends of Social Work recipients for 2011 were Teresa Ard, Ruth Hays, Jaime Kanger, and Paul Witt. Friends of Social Work received special recognition certificates and a small token provided by the employee association.

Social Work Service would like to thank all our "friends" and the Employee Association for making Social Work Month a huge success!

**Hilary Edgerly, LCSW**



Left to right: "Friend of Social Work" Teresa Ard and her nominator Robin Carter, MSW.



Left to right: "Friend of Social Work" Ruth Hay with her nominator Brittany Trabaris, LSW.



Left to right:  
Nominator  
Timothy Jobin,  
LCSW (filling in  
for Jennifer  
Gerrib) and  
"Friend of Social  
Work" Jaime  
Kanger.

Left to right:  
Nominator  
Jeremy Bosch,  
MSW and "Friend  
of Social Work"  
Paul Witt.



## Wellness Fair for Veterans and Employees



Left to right: Pictured with dietitian Kimberly Tegenkamp is Bill Carton, winner of the Nutrition Booth contest.



Outpatient Veteran Thomas Garrett making a "Rice Sock" heating pad which is used for relaxation.



The Wellness Fair was a HUGE success with over 250 people attending.

Music, movement, laughing and learning describe the Health Promotion Disease prevention Wellness Fair that was held on March 25th. With over 250 Veterans and VA employees in attendance the Wellness Fair offered 25 different booths including a massage therapist, Physical therapy, Chaplain's services, and the Management Overweight/Obesity for Veterans Everywhere (MOVE) program. Participants were able to have their blood pressure checked and their Body Mass Index calculated to see how their health stats add up. Veterans and employees were also able to have an overview of the importance of preventative

maintenance for their bodies and the services the VA offers. Most of all participants learned that healthy living and fitness is fun.

To learn more about the Health Promotion Disease Prevention Services offered through the VA please contact Misty Hillard, Health Promotion Disease Prevention Program Manager at (217 554-4582, or go online to the VA National Center for Health Promotion Disease Prevention at [www.prevention.va.gov](http://www.prevention.va.gov).

***Misty Hillard, RN***

## AMBUCS Donation

The Danville Chapter of American Business Clubs (AMBUCS) donated an AmTryke to be used by our Veteran patients for Recreation and rehabilitation. The Tryke is operated with hand controls. Veterans may transfer from the chair, directly to the Tryke. Veteran Sean Shields is pictured here as he begins to learn to use the Tryke. The Danville Chapter of AMBUCS would like to offer AmTrykes to Veterans who are in need of an adaptive bike for leisure and rehab.

Thank you AMBUCS!

***Teresa Ard  
Chief, Voluntary Service***





## System Redesign

### “Work Smarter..... Not Harder”

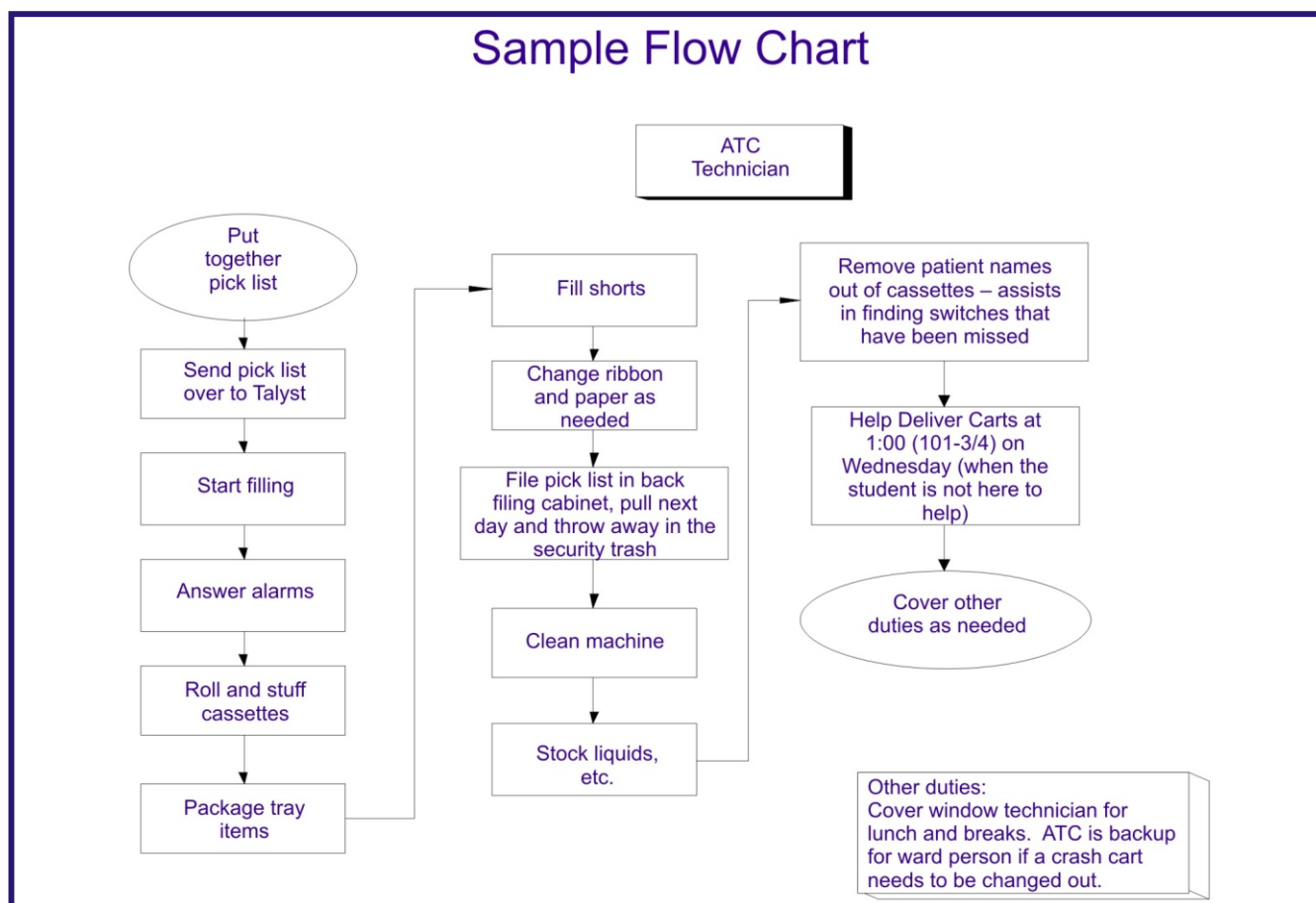
In the fall of 2010 the Inpatient Pharmacy was given the opportunity to redesign our work flow processes to make our jobs unified (all of us completing tasks in the same manner) and simplified. By simplifying the processes it allows us to provide better customer service to Nursing Service and the Veterans.

At the beginning we were divided into groups which came up with initial ideas. These ideas were a consensus from each group. We then formed a team consisting of a person from each original group. This team then voted on each groups ideas to come up with the best working synopsis. From this we then designed laminated work flow charts for each inpatient pharmacy work duty. These work flow charts detailed the daily duties into a unified and simplified process.

In creating our redesign processes it gave us an opportunity to voice our opinions and be part of a team. Our final result not only benefits current employees, but new employees, as well, because it will act as a guide for each daily duty in the inpatient pharmacy.

Members of the System Redesign for the Inpatient Pharmacy Technicians included: Suzy Strawser, Andrea Winn, Cathy Scoby, Joellyn Hamm, Lori Boyer, Lacie Martin, Ben Jenkins, and Sandy Esgar.

**Lea Morgan, RPh**  
**Inpatient Pharmacy Supervisor**



# Green House Project Update

Mother Nature has done her best to impede the progress of the construction of our first two homes (Liberty and Freedom) with heavy snowfall this winter and torrential rains this spring. But Mother Nature is no match for Blue Yonder Construction and the sub-contractors working on this project. We are expecting a late summer complete date.



November 2010



February 2011



March 2011



May 2011





**Clinical Positions Available at VAIHCS**  
(For more information contact Twana Rodgers in HR/ext. 44377)

**Audiologist \* Cardiologist \* Hospitalist Acute Care \* Medical Technologist \***  
**Occupational Therapists \* Physiatrist \* Physical Therapist \* Physician (C&P Exam) \***  
**Psychiatrist \* Urologist**

## ***BRAVO Award Recipients!***



### **Ambulatory Care**

Vickie Gregg  
Yvonne Orwig

### **Education & Research**

Diane Buss  
Linda Collins  
Dale VanDuyne

### **Engineering Service**

George Dudich

### **Environmental Management Service**

James McCrone  
Richard Smith, Jr.

### **Fiscal Service**

Susan Norman

### **Human Resources Service**

Janice Phillips  
Julie Warner  
Janis Harmon Colby

Dana Dandridge  
Latisha Bell

### **Imaging Service**

Carol Coon  
Mary Vogel  
Amy Gritton  
Ron Sparling

### **IRM**

Paul Sanders  
Richard Castle

### **Medical Administration Service**

Cynthia Grant  
Cathy Trosper

### **Medical Service**

Linda Smith  
Jacqueline Kennedy-Bowman

### **Nutrition & Food Service**

Kim Vailes  
Charlotte Drude  
Wanda Chestnut  
Vickie Westley

### **PCS/Nursing Service**

Jo Frakes  
Stephanie Holmes  
Teresa Fanning  
Lindsey Betout  
Shelley Lutchka

Christina Gossett  
Carrie Adams  
Beth Rohrbach  
Ruth Flowers  
Carla Naylor  
Alice Sollars  
Alicia Evans  
Janet Lawson  
Ashley Orr  
Shelley Whitman  
Jodie Summers  
Jeffrey Strawser  
Gertie Smith  
Paula Siegel

### **Pathology & Lab Service**

Kayla Green

### **Pharmacy Service**

Ben Jenkins  
Heidi Olson

### **PM & RS**

Donald Owens  
Angele Hoess  
Plamen Alexandrov  
Gary Van Huysen  
Patrick Toth

### **Police Service**

Shawn Harper

### **Social Work Service**

Suzanne Brandon  
Rebecca Catron

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## Gains

**Amber R. Davis** - Purchasing Agent - Prosthetics  
**Parde Y. Lalitha** - Physician - Ambulatory Care  
**Bryan W. Stewart** - Automotive Mechanic Supervisor - Engineering Service

## Losses

**Brooke L. Chavez** - Practical Nurse - Nursing Service  
**Susan Chowning** - LPN - Nursing Service  
**William Clark** - Recreation Therapist - Recreation Service  
**Caleb W. Davis** - Social Worker - Social Work Service  
**Mary DeMoss** - Program Support Assistant - MAS  
**Lois Fellers** - Nurse - Nursing Service  
**Lu Ann Gayler** - IT System Analyst - IRM  
**Michael D. Halcom** - Nursing Assistant - Nursing Service  
**Julie Hankins** - Staff Nurse - Nursing Service  
**Cindy Hess** - Sales Clerk - VCS  
**Jerald Hicks** - Housekeeping Aid - EMS  
**Gerald K. Jochim** - Pharmacist - Pharmacy Service  
**Deron Jones** - IT Specialist - IRM

**Jacqueline Lindsey** - Program Analyst - MAS  
**William P. Marshall** - Physician - Medical Service  
**Kristin S. Miller** - Social Worker - Social Work Service  
**Edward Reed** - Housekeeping Aid - EMS  
**Twana Rodgers** - Human Resources Specialist - Human Resources  
**Anita Rose** - Program Support Clerk - Geriatrics & Extended Care Service  
**Michael Schoenals** - Nursing Assistant - Nursing Service  
**Terry J. Sheppard** - Housekeeping Aid Supervisor - EMS  
**Jeffrey M. Smith** - Social Worker - Social Work Service  
**Terry Snider** - Canteen Chief - VCS  
**Donald L. Stahl** - Health Technician/Urology - Nursing Service  
**Katherine Weber** - Social Worker - Social Work Service  
**Tommie White** - Plumber - Engineering Service  
**Margaret Yang** - Student Nurse Tech (VALOR) - Nursing Service

## Service Pins

### 35 Years

**Floyd W. Troxel**  
MAS



### 30 Years

**Lois L. Fellers**  
Nursing Service

**Kim E. Puzey**  
IRM

**Susan J. Strong**  
Nursing Service

### 25 Years

**Rhonda K. Scott**  
Medical Administration Service

**Margaret J. Wilbur**  
Nursing Service

### 20 Years

**Brenda Y. Klein**  
MAS

**Mark M. Kupla**  
Nursing Service

**Mona J. Kelson**  
Nursing Service

**James E. Peebles**  
Nursing Service

**Verna J. Mitchell**  
MAS

### 15 Years

**George A. Dudich**  
Engineering Service

**Daniel L. Fugate**  
EMS

### 10 Years

**Angela K. Chapman**  
Police Service

### James F. Downs

Environmental Management Service

**Pamela S. Hale**  
Fiscal Service

**Linda L. Harmon**  
Nursing Service

**Ericka L. Hoskins**  
Nutrition & Food Service

**William M. Kenny**  
Mental Health Service

**Cathy J. Kinney**  
Medical Administration Service

**Teresa A. Loden**  
Nursing Service

**Tonya S. Moore**  
Engineering Service

**Maurice V. Woods**  
EMS